

# Tufts VPN Client User Guide for Windows

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TCCS: University IT Support Services

## Introduction

The Tufts Virtual Private Network (VPN) implementation is a service that is provided to the faculty and staff of Tufts University to enable secure access to resources available on the Tufts LAN. Resources such as network drives and locally restricted websites will now be available to the authenticated remote user.

To connect to the VPN you must have a working Internet connection, a valid UTLN (Universal Tufts Login), Tufts NT Domain login and the Tufts VPN Client installed.

Please note that the VPN service is available for both low speed (Dialup) and high-speed connections (DSL, Cable). However, due to the inherent network overhead associated with the VPN connection, TCCS recommends that you use a high speed connection in order to experience the best performance. If you are using dialup, performance may be degraded significantly.

There are two time-out settings in effect on the server. Your connection will be terminated if:

- Leave your connection idle for 15 Min
- Stay connected for 4 hours continuously

You may reconnect if you are disconnected for either of these reasons.

The maintenance window for the VPN service is Fridays 12AM-2AM and Sundays 8AM-12PM. Connection to the Tufts VPN may not be available during this period.

If you have any questions regarding the installation, configuration, or use of the Cisco VPN Client software, please contact your FSP or local IT support organization.

## System Requirements

**Verify that your computer meets these requirements:**

- Pentium ® class processor or greater
- One of the following operating systems:
  - Windows 2000
  - Windows XP
- Microsoft TCP/IP installed.
- 50 MB hard disk space.
- RAM:
  - 64 MB for Windows 2000 (128 MB recommended)
  - 128 MB for Windows XP (256 MB recommended)
- Access to an account with administrative privileges
- Up to date Anti-virus software<sup>1</sup>
- Network connection
  - High speed network connection (Cable or DSL)
  - Dial-up connection

<sup>1</sup> If required IT Support Services can provide copies of Command Anti-virus for home use.

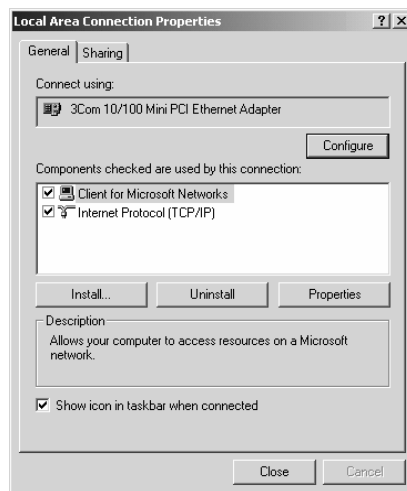
## Configure Your system (optional step, required if you want to map network drives)

### Windows 2000

Modify Network Properties to allow your system to access the Tufts network shares.

- Step 1** Right click on network neighborhood icon on your desktop and choose **Properties**.
- Step 2** Right click on the network connection you want to modify (your active connection to the Internet) and choose **Properties**.

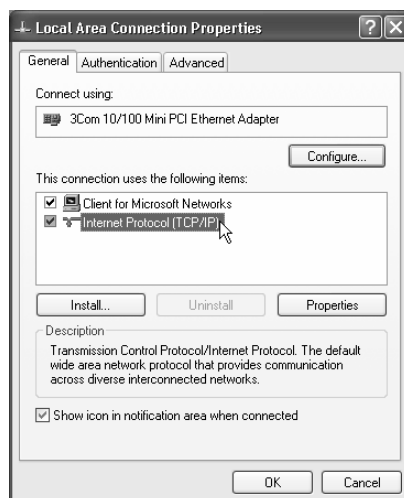
Verify that **Client for Microsoft Networks** and **TCP/IP** are installed and selected. Click **OK**.



### Windows XP

Modify Network Properties to allow your system to access the Tufts network shares.

- Step 1** Open Control Panels | Network and Internet connections | Network Connections
- Step 2** Right click on the network connection you want to modify (your active connection to the Internet) and choose **Properties**.
- Step 3** Verify that **Client for Microsoft Networks** and **TCP/IP** are installed and selected. Double click on **TCP/IP**. Then click on **Advanced**.



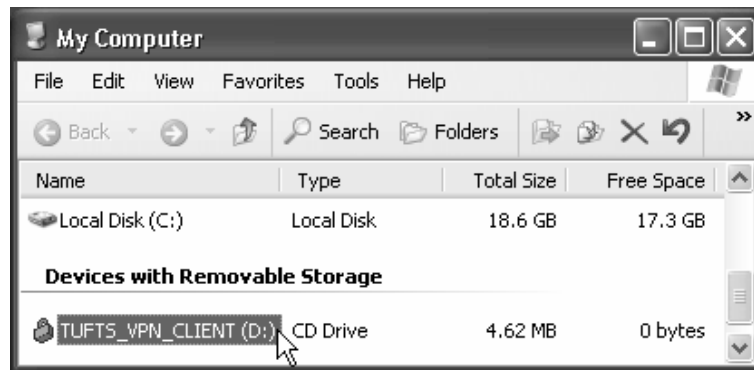
- Step 4** In the WINS tab uncheck **Enable LMHOSTS lookup** and Select **Enable NetBIOS over TCP/IP**. Click **OK**, then **OK** again to save changes.

## Installing the VPN Client

To install the VPN Client on your system, follow these steps. Accept the defaults when prompted. Please note that the screen shots were taken from Windows XP if you are installing the client on Windows 2000 it may appear different.

**Note:** Having more than one VPN client on your system is not advisable. If you have a previous version of the Cisco VPN client installed, uninstall it before continuing.

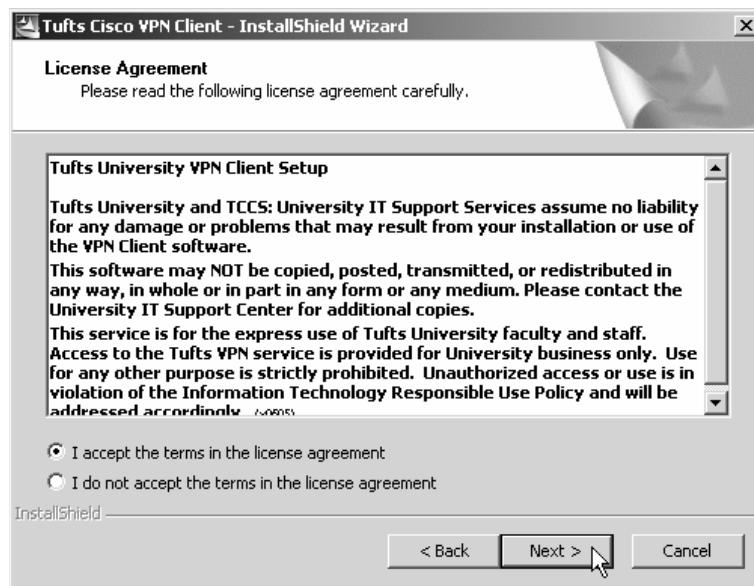
- Step 1** Log onto system with an account that has administrator privileges. Exit all Windows programs, and disable any antivirus software.
- Step 2** Insert the *Tufts VPN Client* CD into your system's CD-ROM drive.
- Step 3** The setup program will run automatically and begin the installation. If the setup program does not start, go to My Computer and double click on your CD-ROM drive to begin setup.



- Step 4** At the Welcome screen, read the information and then click **Next**.

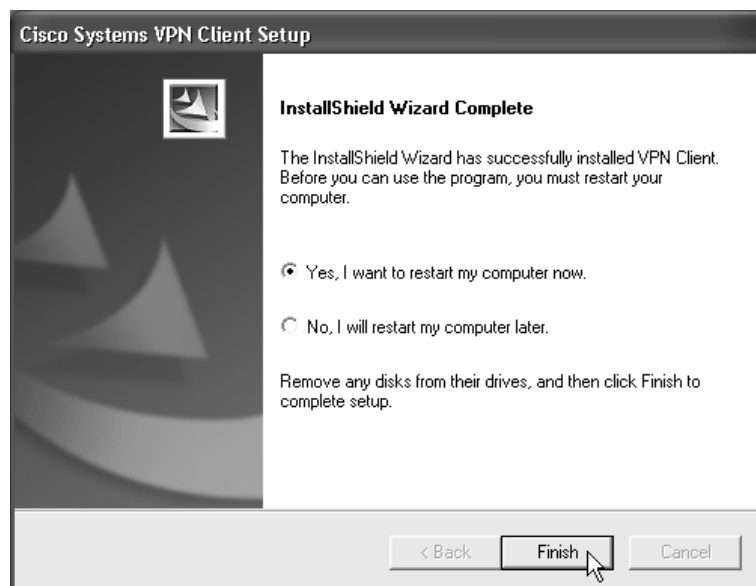


**Step 5** At the License Agreement screen read and accept the terms, then click **Next**.



**Note:** If the InstallShield Wizard identifies an existing version of the Cisco VPN Client, the Cisco 5000 Client, or Nortel Networks Extranet Access Client, the installer will automatically launch the appropriate wizard to uninstall a previous version of the Cisco VPN Client, the Extranet Access Client, or the Cisco 5000 Client. Follow the instructions on the uninstall wizard dialog boxes to automatically uninstall the program and reboot.

**Step 6** Setup installs the VPN Client to the default directory on your PC. After you have installed the VPN Client, the following screen will be displayed. Remove the CD from CD-ROM drive, then click **Finish** to restart your computer.



**Note:** You must restart your system before you can use the Cisco VPN Client software.

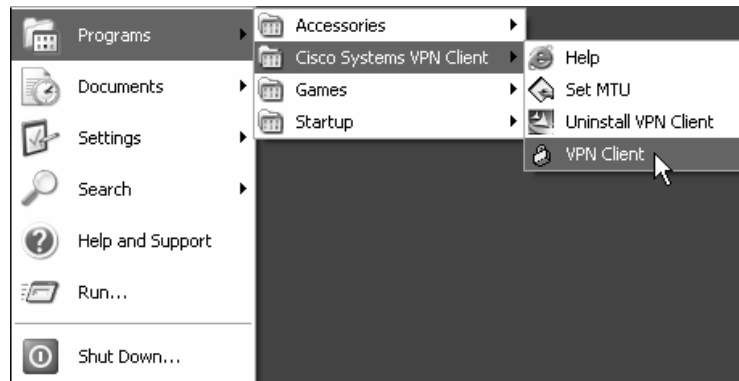
## Connecting to the Tufts Network

### Using the Cisco VPN Client

**Step 1** Connect to the Internet, if necessary.

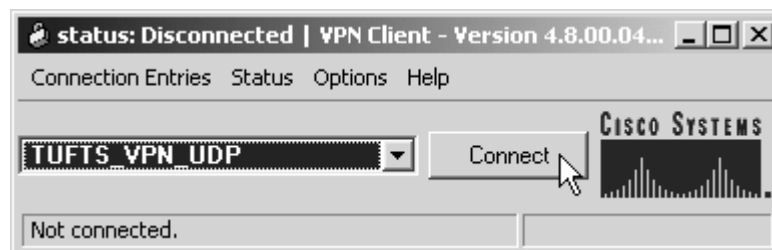
**Note:** Systems with a high speed network connection (DSL or Cable modem) are usually connected to the Internet continuously. Dial-up users must connect to the Internet before making a VPN connection.

**Step 2** Start the VPN Client application, choose **Start > Programs > Cisco Systems VPN Client > VPN Client**



**Step 3** The VPN Client main window shows the default profile used to connect to the Tufts network (TUFTS\_VPN\_UDP) click **Connect**.

**Note:** If you have problems connecting with this profile, select an alternate profile to connect (see appendix A).



The VPN Client starts tunnel negotiation.

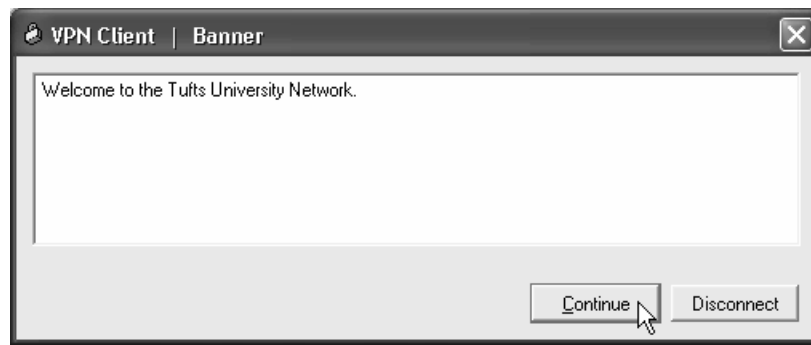


**Step 4** User Authentication. Enter your Tufts NT Domain username and password. Click **OK**.



The logon process will take a few seconds to complete

**Step 5** Click **Continue** to complete the logon process.



**Step 6** If connection was successful, you will see the padlock icon in your system tray next to the time.



**Secure access to resources available on the Tufts LAN is now available.**

### Accessing Network Drives (optional step, required if you want to map network drives)

Your network drives must be mapped manually, before they can be accessed in My Computer.

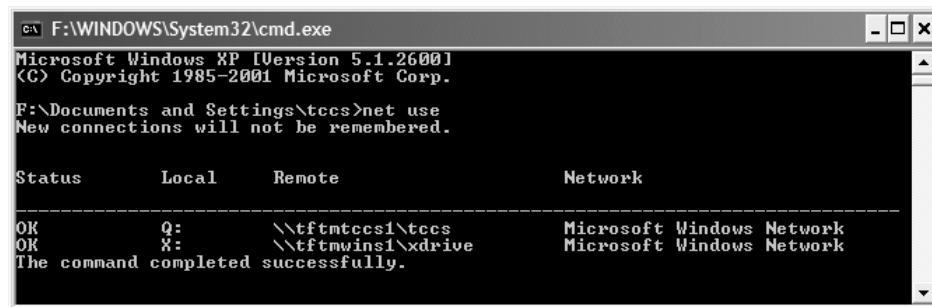
The following steps must be done while logged into a system on the Tufts LAN.

**To obtain the drive letter and path of your network drives:**

**Step 1** log on to a PC that is on the Tufts NT Domain.

**Step 2** Go to **Start, Run** type in "cmd" and click **OK**.

**Step 3** At the command prompt, type "**net use**" then enter. This will display a list of mapped network drives. Note the drive letters and paths (listed under "Remote"). You will need this information to connect to your network shares.



```
C:\ F:\WINDOWS\System32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

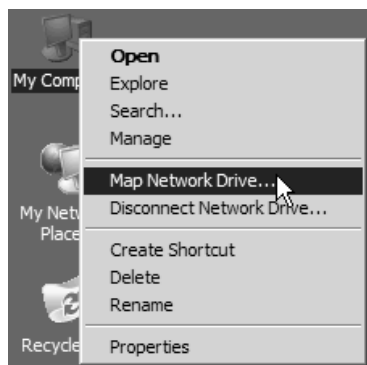
F:\Documents and Settings\tccs>net use
New connections will not be remembered.

Status      Local        Remote              Network
-----
OK          Q:           \\tftmtccs1\tccs   Microsoft Windows Network
OK          X:           \\tftmwin1\xdrive  Microsoft Windows Network
The command completed successfully.
```

To map your network drives you must follow these steps:

**Step 1** Connect to the Tufts Network. Right click on My Computer and select **Map Network Drive...**

**Note:** On Windows XP systems, My Computer may be located in the Start Menu.



**Step 2** Select drive letter and enter the path to your network drive. Click **OK** or **Finish**.

**Example:** Select **Q:** for drive letter and enter [\\tftmtccs1\tccs](#) for the path.

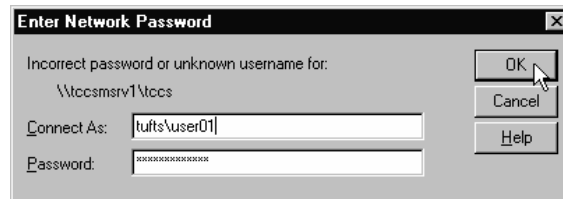
**Note:** This may take several seconds to complete. Longer if using a Dialup connection.



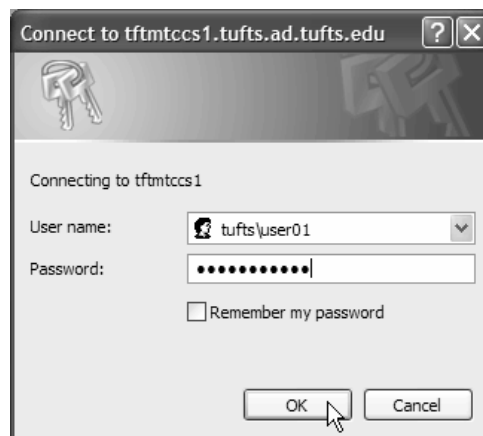
**Step 3** When prompted, enter **tufts\<your\_UTLN>** and your password. Click **OK**.

**Note:** This may take several seconds to complete. Longer if using a Dialup connection.

### Windows 2000



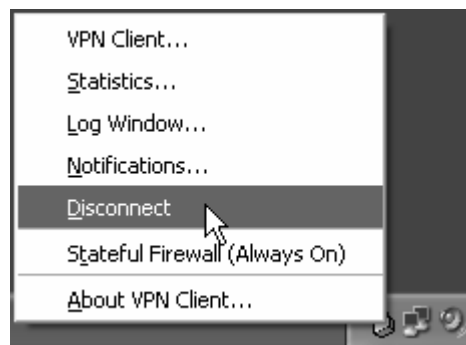
### Windows XP



The drive is now mapped and available in My Computer.  
Repeat this process to map any additional network drives.

## Disconnecting the VPN Session

To disconnect the VPN connection, right click on the padlock icon in your system tray and select **Disconnect** from the pop-up menu.





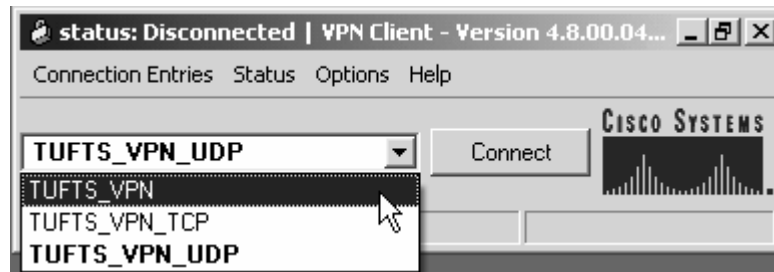
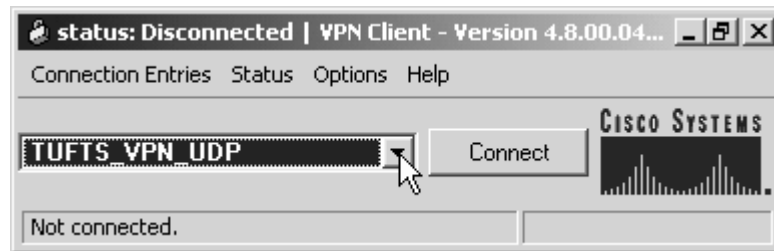
## Appendices

### Appendix A

#### Selecting alternate connection profile

If experiencing problems connecting with the default profile TUFTS\_VPN\_UDP (IPSec over UDP). Try connecting using the alternate profiles TUFTS\_VPN (IPSec) or TUFTS\_VPN\_TCP (IPSec over TCP).

Click drop down box next to default profile and select alternate profile.



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